

IN THE CLAIMS:

Please amend claims 1-43 as indicated in attached Appendix A.

APPENDIX A

WHAT IS CLAIMED IS:

Claims 1-3. (cancelled)

Claim 4. (currently amended) The method of claim 1, In a document delivery system which includes a document system for producing document data and document print requests, a print management system for determining whether a requested document is designated for electronic delivery or non-electronic delivery based on a stored document delivery designation, and a failed email management system which is configured to receive a notice of a failed email delivery and to change a document delivery designation for at least the intended recipient of the failed email, a method of monitoring the electronic delivery of documents, the method comprising the steps of:

creating log files for storing selected data related to selected electronic document preparation and delivery events, wherein at least one of the log files are created within the print management system;

forwarding the log files to a parsing engine;

parsing the log files to retrieve selected data; and

storing the retrieved selected data for retrieval and analysis; wherein the data stored includes at least: the file names of documents printed, the number of documents printed or the date and time the documents are printed.

Claims 5-10. (Cancelled)

Claim 11. (currently amended) The system of claim 10, A system for monitoring the electronic delivery of documents, the system comprising:

a document system, the document system producing document information for printing documents;

a print management system, wherein the print management system accepts document data and document print requests from the document system, and further wherein the print

management system determines whether a requested document is designated for electronic delivery or non-electronic delivery;

a recipient database, wherein the recipient database stores recipient information;

a print system, wherein the print system is configured to receive and print documents designated for non-electronic delivery;

an email system, the email system configured to accept and process document data for creating and delivering documents electronically;

a failed email management system, wherein the failed email management system is configured to receive a notice of a failed email delivery including a failed email address, and to change a document delivery designation for at least the intended recipient of the failed email;

an electronic monitoring system for creating and storing log files containing data related to selected document delivery events, wherein at least one of the log files are created within the print management system; and further wherein the data stored includes at least: the file names of documents printed, the number of documents printed or the date and time the documents are printed, and

an Internet server, wherein the Internet server provides on-line access to the document data and electronic documents.

Claims 12-22. (cancelled)

23. (currently amended) The method of claim 22, A method for electronically delivering documents, the method comprising the steps of:

producing document data for printing documents;

accepting requests to print selected documents;

determining whether a selected document is accepted for electronic delivery or for non-electronic delivery;

printing documents accepted for non-electronic delivery;

storing documents and document data for documents accepted for electronic delivery;

providing Internet access to the documents and document data accepted for electronic delivery;

providing notice regarding the status and availability of the stored documents and document data to intended document recipients;

detecting the failed delivery of notices to intended notice recipients; and
creating log files containing system data related to selected electronic document
preparation events,

parsing the log files to retrieve system data; and

storing the retrieved system data for later retrieval and analysis.

storing one or more preferred document delivery options for each potential document
recipient, wherein the preferred document delivery options include an option to receive
documents electronically and an option to receive documents non-electronically; and

~~wherein the method further comprises the step of determining whether to process a~~
document for electronic delivery or for non-electronic delivery based upon the preferred
document delivery option stored for each document recipient.

24. (currently amended) ~~The method of claim 22,~~ A method for electronically delivering
documents, the method comprising the steps of :

producing document data for printing documents;

accepting requests to print selected documents;

determining whether a selected document is accepted for electronic delivery or for non-
electronic delivery;

printing documents accepted for non-electronic delivery;

storing documents and document data for documents accepted for electronic delivery;

providing Internet access to the documents and document data accepted for electronic
delivery;

providing notice regarding the status and availability of the stored documents and
document data to intended document recipients;

detecting the failed delivery of notices to intended notice recipients; and

creating log files containing system data related to selected electronic document
preparation events,

parsing the log files to retrieve system data; and

storing the retrieved system data for later retrieval and analysis.

storing one or more preferred document delivery options for each potential document
recipient, wherein the preferred document delivery options include an option to receive
documents electronically and an option to receive documents non-electronically; and

wherein the method further comprises the step of combining multiple electronic notices for delivery to a single recipient at one time.

25. (currently amended) ~~The method of claim 21, wherein the method further comprises the step of~~ A method for electronically delivering documents, the method comprising the steps of:

producing document data for printing documents;

accepting requests to print selected documents;

determining whether a selected document is accepted for electronic delivery or for non-electronic delivery;

printing documents accepted for non-electronic delivery;

storing documents and document data for documents accepted for electronic delivery;

providing Internet access to the documents and document data accepted for electronic delivery;

providing notice regarding the status and availability of the stored documents and document data to intended document recipients;

detecting the failed delivery of notices to intended notice recipients; and

creating log files containing system data related to selected electronic document preparation events,

parsing the log files to retrieve system data; and

storing the retrieved system data for later retrieval and analysis.

storing one or more preferred document delivery options for each potential document recipient, wherein the preferred document delivery options include an option to receive documents electronically and an option to receive documents non-electronically; and further wherein the document delivery designations for multiple recipients may be changed together based upon common identifying criteria.

26. (previously presented) The method of claim 25, wherein the method further comprises the step of changing the preferred delivery option for the intended recipient of a failed email so that the intended recipient will no longer receive electronic documents.

27. (previously presented) The method of claim 26, wherein the method further comprises the step of providing a non-electronic notice of a failed email delivery to the intended recipient of the failed email.

28. (previously presented) The method of claim 27, wherein the method further comprises the step of extracting one or more identifying email data fields from the non-electronic notice of a failed email delivery and retrieving a name data field and an address data field from the recipient database based on the extracted one or more identifying email data fields.

29. (previously presented) The method of claim 28, wherein the method further comprises the step of providing Internet access for intended recipients to correct failed email addresses and to view document data.

30. (previously presented) The method of claim 29, wherein the method further comprises the step of providing a postcard form template accessible via the Internet, wherein the intended recipients may each print the postcard form template, provide information requested on the postcard form template and mail the postcard back to the appropriate department.

31. (original) The method of claim 26, wherein at least one of the log files are created in response to an accepted request to print selected documents.

32. (original) The method of claim 31, wherein the data stored includes at least: the file names of documents printed, the number of documents printed or the date and time a document is printed.

33. (original) The method of claim 26, wherein at least one of the log files are created in response to detecting the failed delivery of notices to intended notice recipients.

34. (original) The method of claim 33, wherein the data stored includes at least: the identification of any failed email notifications received, the name of any failed email recipients, the addresses of each failed email or the dates and times of each failed email delivery.

35. (original) The method of claim 26, wherein at least one of the log files is created as part of storing documents and document data for documents accepted for electronic delivery.

36. (original) The method of claim 35, wherein the data stored includes at least: the file names of documents accessed or printed; the names of customers accessing documents, or the dates and times a document is accessed.

37. (previously presented) The method of claim 26, wherein at least one of the log files is created in response to providing notice regarding the status and availability of the stored documents and document data to intended document recipients.

38. (original) The method of claim 37, wherein the data stored includes at least: the file names of documents processed for electronic delivery; the number of documents approved

for delivery, the number of documents processed, the dates and times each document is processed, or the identification number of any email notifications produced.

39. (original) The method of claim 26, wherein at least one of the log files is created as part of providing Internet access to the documents and document data accepted for electronic delivery.

40. (original) The method of claim 39, wherein the data stored includes at least: the names of customers accessing the Internet server, or the dates and times customers access the Internet server.

Claims 41-43. (Cancelled).